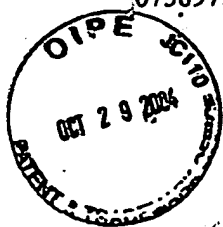


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PATENT APPLICATION  
Serial No. 10/649,043



1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: FRANKLIN, et al.

Serial No.: 10/649,043

Filing Date: August 26, 2003

Group Art Unit: 2640

Confirmation No.: 4128

Title: **SYSTEM AND METHOD FOR CUSTOMIZED  
INTELLIGENT CONTACT ROUTING**

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Name:	<u>Candice R. Rockett</u> Candice R. Rockett
Date:	<u>October 26, 2004</u>

**REQUEST FOR STATUS**

Please advise the status of the above-identified patent application. The Filing Receipt was received November 17, 2003. Applicant is currently awaiting a first Office Action.

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